

RETURNS POLICY

(Delivery Customers)

We request that all customers unpack and thoroughly check their delivery on the morning it arrives. In the event of an item not being of the required standard, either through quality or damage **please** follow these instructions in order to claim a credit.

Flowers & Plants

1. Please notify us via email (flowers@flowervisionbristol.co.uk) before **12noon** on the day of the delivery. This email must state the item; number of stems/pots affected and reason for requesting a credit. If possible we appreciate pictures as this will help us identify the issue and claim a credit our self from the auction.
2. Please also print the attached form and complete the fields as requested, this should be left with the items.
3. On your next delivery please leave the stems/pots that are unusable **INSIDE** the crates and **IN** water with the form that you have printed and completed. Our driver will have a copy of your emailed notification and will match this to the form that is in the crates and to what has been left for collection. Our driver will **only** collect the items that match the email and form completed by you.

Sundries

1. Please notify us via email (flowers@flowervisionbristol.co.uk) within 24 hours of delivery stating the item, quantity and reason.
2. Please leave the item clearly marked for return, for the driver to collect on your next delivery. You will then be credited, provided it is returned in a saleable state (i.e. packaging unopened and unused.)

**CREDITS WILL NOT BE ISSUED UNLESS THIS PROCESS HAS BEEN MET IN FULL
- NO EXCEPTIONS.**